State of Montana Data Center Miles City (MCDC)

Data Center U Space – State of Montana Data Center Miles City (MCDC)

This service provides for the **placement of customer-owned computing assets** in a rack at the Miles City Data Center (MCDC) in Miles City. Customer's equipment is housed in a secure, climate-controlled environment, where customers may have 24x7 access to manage their hardware upon passed background check. Office space with general purpose personal computers is available for customer use inside the data center.

This service includes **partial rack rental**. A DCF-Series Dell 48u (A5763311) cabinet (600mmX1200mm) is used, and the service includes KVM (may cause delay), HVAC, fire detection and prevention, uninterruptable power supplies, emergency generators, placement on 24" raised floor, secure facilities, 24X7 unattended surveillance, rack placement on ISO earthquake mitigation mounting and environmental monitoring. Best effort escalation of incidents related to the customer's equipment is provided in accordance with procedures provided by the customer. Electrical power will be billed as a separate item.

Due to hot air exhaust at the rear of the rack, all air flow must be from front to back.

Network connection(s) are not included in this service, SITSD will work with customers to determine their connectivity needs and proper network services.

Customer understands this is a shared environment with other government agencies and that an incident could occur by another agency handling their own equipment and customer accepts this risk.

Prerequisites: None

Service Availability

This service is available 24 hours per day seven (7) days per week. Placement for the co-location of computing assets needs to be pre-arranged with SITSD.

Service Support

The MCDC is staffed M-F 8am-5pm. The staff will walk through the raised floor at least two times per day. If the staff notices an alarm they will notify the customer per the escalation information provided by the customer.

Eligibility

State of MT Government agencies.

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Customer Responsibility

•Installing hardware in rack
•Manage all software and application installed on Customer owned equipment
•Property Inventory and Labels - All customer-owned property must be identified by a property sticker from the customer's agency
•Label all equipment and cabling installed. If not properly and clearly labeled SITSD staff will not touch the equipment if asked to by the customer.
•All sites must be kept neat and clean of trash
•Test the server/system/application or service
•Un-escorted access will require a DOJ background check; this may take 2- 3 weeks

SITSD Responsibility

•Arrange for delivery and installation of equipment with customer
•Provide shared KVM if needed and applicable power per customers stated requirements
•Provide physical access requirements and arrange for hands-on access to the device for maintenance that cannot be performed remotely
•Work with the customer to determine process for performing hands-on procedures
•Meet Incident Management response times associated with the priority assigned to incidents and service requests
•Notify customers of all scheduled maintenance
•Label all equipment and cabling installed by SITSD

How Do We Charge

Charging will be based on the u-space occupied by customer equipment. Please refer to SITSD rate sheet.

The customer will also be charged for the network connections required. Power usage will be billed as a separate item. Upfront costs may include the following one-time costs:

•Network Cabling (time and materials)
•Professional Services to support the move. (case by case basis, negotiated with customer prior to the move

How To Order This Service

Submit a service request online at servicedesk.mt.gov or phone (406) 444-2000 or 800-628-4917. Please contact your Customer Relations Manager for Assistance.

State of Montana Data Center Miles City (MCDC)

Data Center Rack Space – State of Montana Data Center Miles City (MCDC)

This service provides for the placement of **customer-owned computing assets** in a rack at the Miles City Data Center (MCDC) in Miles City.

Customers' equipment is housed in a secure, climate-controlled environment, where customers may have 24x7 access to manage their hardware upon passed background check. Office space with general purpose personal computers is available for customer use inside the data center.

This service includes the rental of a whole rack. A DCF-Series Dell 48u (A5763311) Cabinet (600mmX1200mm) is used, and the service includes HVAC, fire detection and prevention, uninterruptable power supplies, emergency generators, placement on 24" raised floor, secure facilities, 24X7 unattended surveillance and environmental monitoring. Best effort escalation of incidents related to the customer's equipment is provided in accordance with procedures provided by the customer.

Due to hot air exhaust at the rear of the rack, all air flow must be from front to back.

Network connection(s) are not included in this service. SITSD will work with customers to determine their connectivity needs and proper network services.

Prerequisite(s): None

Service Availability

This service is available 24 hours per day seven (7) days per week. Placement for the co-location of computing equipment needs to be pre-arranged with SITSD.

Service Support

The MCDC is staffed 8 hours per day, 5 days per week.

The staff will walk through the raised floor at least 2 times per day. If the staff notices an alarm they will notify the customer per the escalation information provided by the customer.

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Eligibility

State government, counties, cities, k-12 schools, the University System, non-profit organizations, and third party entities.

Customer Responsibility

•Purchase, configuration, deployment and maintenance of the physical hardware, KVM, software and the operating system
•Install hardware in rack
•Provide the necessary documentation to provide for adequate power, and escalation contacts and procedures
•Manage all software and applications installed on Customer owned equipment
•Comply with SITSD physical access policies and procedures
•Property Inventory and Labels - All customer owned property must be identified by a property sticker from the customer's agency
•Label all equipment and cabling installed. If not properly and clearly labeled SITSD staff will not touch the equipment if asked to by the customer.
•All cabling must be labeled at both ends; SITSD will label the cabling they install
•All sites must be kept neat and clean of trash
•All entrances to aisles must remain unblocked by equipment at all times
•Backup tapes, extra parts, etc. must only be kept in the provided storage
•Test the server/system/application or service
•Customer must adhere to all applicable security requirements and policies
•Un-escorted access will require a DOJ background check; this may take 2- 3 weeks

SITSD Responsibility

•Arrange for delivery and installation of equipment with customer
•Provide physical access requirements and arrange for hands-on access to the device for maintenance that cannot be performed remotely
•Work with the customer to determine process for performing hands-on procedures
•Meet Incident Management response times associated with the priority assigned to incidents and service requests
•Notify customers of all scheduled maintenance
•Label all equipment installed by SITSD

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How Do We Charge

Refer to the SITSD rate sheet. Charging will be based on the rate for a whole rack. The customer will also be charged for the network connections required.

Power usage will be billed as a separate item.

Upfront costs may include the following one-time costs:

•Network Cabling (time and materials)
•Professional Services to support the move. (case by case basis, negotiated with customer prior to the move.

How To Order This Service

Submit a service request online at servicedesk.mt.gov or phone (406) 444-2000 or 800-628-4917